



Business: DART Transit Plaza

Age-Friendly Business Evaluation:

Evaluation Status: **PASS 4.4**



Area of Best Practice: Good exterior signage and lighting. The staff was helpful, pleasant and informative. The waiting area was large enough to accommodate riders, with plenty of seating, views to outside buses and departure times.

Area of Recommendation/Awareness: Better marked interior steps, pedestrian directional signage going from the building to buses and more simplified telephone system.

- Elevator sign small and no need for direction to it
- Maybe better signage to keep pedestrians in center walk way outside bus pickup area
- Possibly better light in the men's room

Specific Checklist Items:

1. Telephone Number – 4.5
 - Did not find in yellow pages of either Dex or Yellow Book
 - Dex had 3 entries, Yellow Book 1 in white pages
 - Website was very good
 - o Extensive resources
 - No TTY/TTD
2. Telephone Operator - 4
 - Would be nice if customer service # was the first option given not the last when get directory/transfer information
 - One person got a new employee
 - o Not knowledgeable
 - o Willing to find out
 - Able to provide directions
3. Automated Phones - 4
 - Option to speak to customer service
 - Recording was easy to understand
 - Lots of options but about as good as most
 - Having a Spanish option was great
4. Parking/Public Transportation - 3.33
 - Since transit station no real parking but bike friendly
 - Have had parking problems when driving there for meetings in multi-purpose room
 - Three free 15 minutes meters
 - One handicapped meter in front
 - Only on street parking

5. Entry Visibility/Accessibility - 4.5
 - Signage easy to find
 - Handicapped entry marked/easy access
 - Automatic door available
 - Signage easy to read
 - Hard to miss building entrances
 - On north side of building very ADH complaint with tallow grip ramps
 - Edges of curb cuts not marked
 - Schedules are high on wall—print could be bigger
6. Shopping Assistance/Directory - 4.5
 - Video boards to display bus schedules and departure areas
 - Schedules are too high to be easily seen from wheelchair
7. Seating - 5
 - Long benches with arms available
 - Can get crowded
8. Restroom Accessibility – 4.75
 - Restrooms are easy to access
 - Well lit
 - Diaper changing station
 - Did not locate unisex or family restroom
 - Floor was wet but not marked
 - Toilets are low
9. Aisles – 4.75
 - Wide aisles
 - Good spacing between benches
 - Free of clutter
10. Upper Levels/Stairs – 4.33
 - Steps all same grey color
 - Wide stair way
 - Could only grip one railing at a time
 - Stairs need more definition
 - Elevator signage not visible from entrance
11. Floors – 4.25
 - Rubber mat type entry way
 - Built in and floor level
 - Mats were curled—nearly tripped
12. Lighting – 4.5
 - Waiting area was bright
 - Average
13. Noise – 4.5
 - Noise level was what you expect in this environment
 - High ceiling help
 - Noise from conversations—if it gets loud, security addresses it
14. Customer Service Policy - NA
15. Customer Service - 4.5
 - Clerks easy to find
 - Knowledgeable
 - Good customer service
 - Received a complete answer and asked if I had any more questions
16. Other comments
 - Maybe elevator sign since stopped by employee who told me upstairs area was restricted if no mtg
 - Would be nice if customer services was first option given when transferring